

## Creating a Positive Call Experience for You and Your Patients

### Lesson 1: Working with Patients: Supplemental Material

#### Introducing Yourself in a Triage Call: The Power of a First Impression

Never underestimate the power of a first impression, especially in a triage call. As a telephone triage nurse, your initial greeting will set the tone of the conversation to follow.

Keep in mind, most likely your caller is anxious, worried, or stressed. Your tone needs to be friendly and empathetic. Smiling is contagious, even through a phone call. How the caller perceives you, impacts the way he/she will communicate. Make sure that you're not distracted, so that you can focus on the caller. If the caller feels that you are truly listening, the more information he/she will share with you.

While maintaining a caring demeanor you must also remember to maintain a professional greeting. When introducing yourself in a triage call, be sure to identify yourself and your role. For example, "Good evening. My name is Emily. I'm a registered nurse calling back from your doctor's office. I'm sorry to hear that your child isn't feeling well." Always provide reassurance to the caller, letting him/her know that you are there to help.

- Short video available on website.